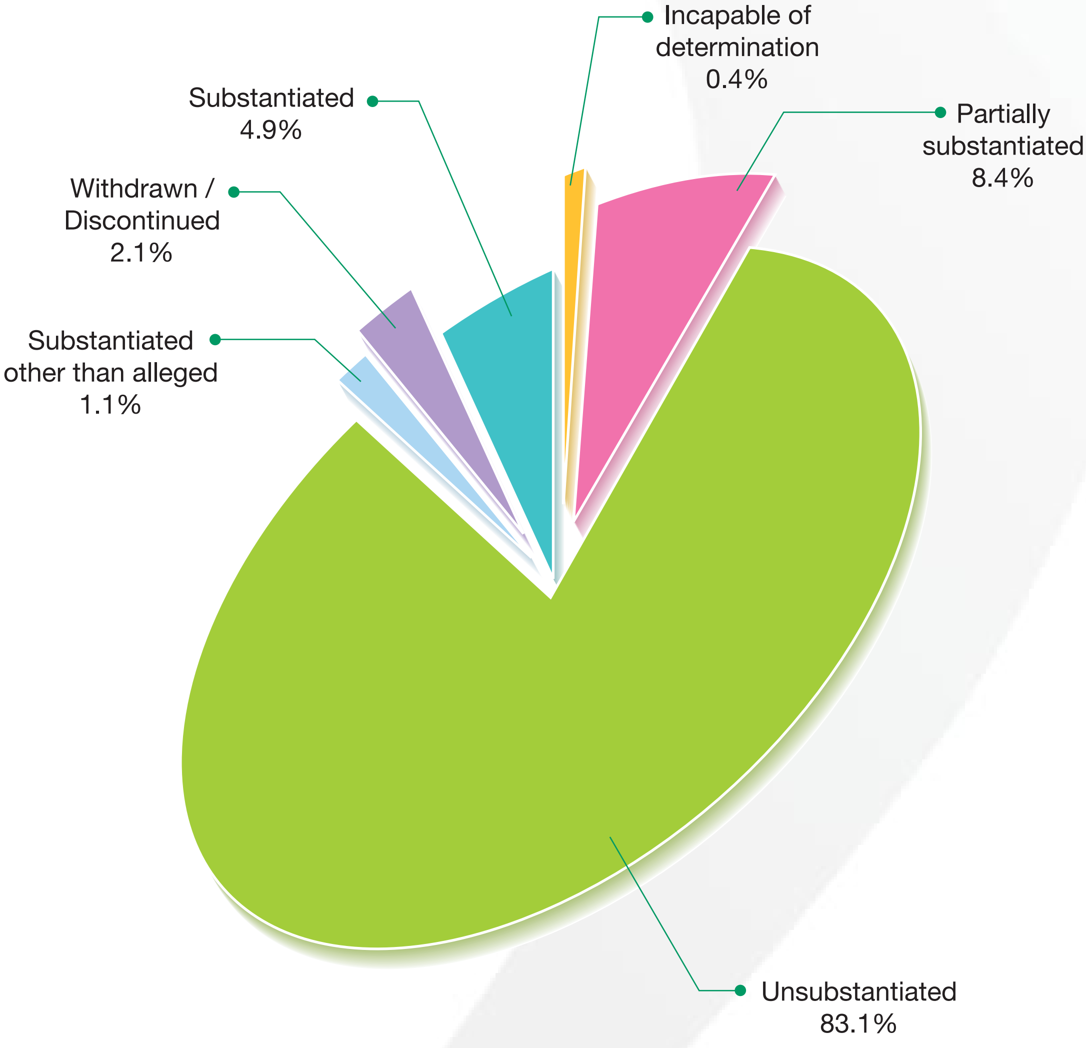
Table 8

Results of Complaints Concluded by Full Investigation : 284 Cases